

From: [Energy and Regulatory Boards Tribunal](#)
To: [Podolyako, Maryna](#)
Cc: [Wallace, Lisa](#)
Subject: FW: DRO Final Written Decision re Miguel Adam billing dispute – Account 12541173
Date: April 2, 2026 2:05:14 PM
Attachments: [REDACTED]

From: Miguel Adam [REDACTED]
Sent: April 2, 2026 1:37 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Subject: Fwd: DRO Final Written Decision re Miguel Adam billing dispute – Account 12541173

You don't often get email from [REDACTED]

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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To the Nova Scotia Energy Board,

I am appealing the Final Written Decision issued by the Nova Scotia Power Dispute Resolution Officer regarding my account [REDACTED] for service at [REDACTED].

I am filing this appeal within the 12-day appeal period following receipt of the DRO's Final Written Decision.

My appeal concerns the billing and metering conclusions relied upon in that decision.

Summary of my concern:

I do not believe the billed consumption has been adequately explained in practical or technical terms based on the actual heating setup and electrical use at the property.

The home is approximately 925 square feet of living space. The main level is heated by a heat pump. We do not use electric baseboards as our main heating source. There is no heat pump heating the basement, and there is no electric heater installed or running in the basement at all. The upstairs is only slightly heated, generally around 18–19 degrees for sleeping.

Despite this, a very large reconciliation bill was issued after prior estimated bills. My concern is not simply that estimates were later reconciled, but that the level of consumption ultimately attributed to the property does not appear consistent with the actual conditions and electrical loads in the home.

I request that the Board review whether Nova Scotia Power appropriately applied the Board-approved regulations in this matter, including whether the billing and reconciliation relied on sufficiently reliable meter data and whether the resulting billed consumption has been properly supported.

Attached are the documents relevant to this appeal, including:

1. DRO Final Written Decision
2. Account ledger
3. Meter read history
4. Copies of bills
5. Meter photographs
6. Prior correspondence

Please confirm receipt of this appeal and advise of the next steps in the process.

Miguel Adam



PO Box 910 •
Halifax, Nova

Statement of Account / Customer / Premises

Customer MIGUEL ADAM

Service address



2026-02-17	CHG	\$1,478.55	\$1,477.73
2026-01-16	PAY	227.00CR	.82CR
2025-12-15	CHG	\$226.18	\$226.18
2025-11-13	PAY	142.38CR	\$0.00
2025-10-17	CHG	\$142.38	\$142.38
2025-09-03	PAY	146.27CR	\$0.00
2025-08-18	CHG	\$146.27	\$146.27
2025-07-25	PAY	70.34CR	\$0.00
2025-07-11	CHG	\$70.34	\$70.34

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

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Path Account # Name ADAM, MIGUEL

Usage Info | Usage Hist Comp | Usage Hist Comp

Premises # 616490 Bill Date 17

Meter # 2375358 Utility E Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2026/02/17	E	2375358	2026/02/12	R	47215.10	7490.00
2025/12/15	E	2375358	2025/12/15	U	39724.61	2022.00
2025/12/15	E	2375358	2025/10/17	U	38770.61	1068.00-
2025/10/17	E	2375358		U	.00	524.00
2025/08/18	E	2375358		U	.00	544.00
2025/07/11	E	2375358	2025/06/16	R	37702.61	238.00

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5.1 METER READING

When reasonably possible, meters shall be read bi-monthly; however, the Company may read meters on a monthly basis.

POST CARD METER READING

In the event that the Company is unable to obtain meter readings, for billing purposes, during the Company's normal business hours, having exercised due diligence in the usual practice of meter reading, it may leave a prepaid postage card on the premises which will indicate the normal reading date, and upon which the Customer shall without delay record the reading of the meter, thereafter immediately returning the card to the Company.

ESTIMATED METER READING

If the Company is unable to obtain a meter reading due to circumstances beyond its control, or due to the failure of the Customer to return a post card reading, then the amount of power and energy used by the Customer shall be estimated by the Company using the best available data. In the event that estimated meter readings are required five (5) consecutive times, then the Customer shall make suitable arrangements to ensure that the meters are read by the Company during the Company's normal business hours. Should the Customer fail to make such suitable arrangements, the Company may disconnect the supply of electric service to the Customer or may require that the Customer relocate the meter in accordance with the Regulation 4.1.

In the event that actual meter readings are obtained subsequent to estimated readings, the Company shall make the necessary adjustments.

METER READING IN RURAL AREAS

Where electric service is supplied to a Customer in a rural area, the Company may adopt a post card meter reading system of monthly or bi-monthly meter reading. Under such system, the Company shall supply the Customer with prepaid postage cards upon which the Company shall indicate the date upon which the meter shall be read by the Customer ("reading date"). The Customer shall record on the postcard the reading showing on the meter as of the reading date and shall immediately return the card to the Company. In these circumstances, the Company may consider postcard meter reading to be actual meter readings.

5.1 METER READING

ESTIMATED METER READINGS IN RURAL AREAS

In those rural areas where the post card meter reading has been adopted, should the Customer fail to return the prepaid postage card, then the amount of power and energy used by the Customer shall be estimated by the Company using the best available data.

Notwithstanding the foregoing, an actual reading must be taken by the Company at least once within a twelve-month period for meters which are read bi-monthly and once within a six-month period for meters which are read monthly.

6.4 DISPUTED BILLING FOR ELECTRIC SERVICE

- (1) Where a customer advises the Company that all or a portion of his bill or any matter relating to the provision of electric service is in dispute, the Company shall:
 - (a) record the date, time and place where the complaint is made;
 - (b) promptly investigate the matter in dispute;
 - (c) upon completion of the investigation, advise the customer of the results thereof; and
 - (d) attempt to resolve the matter in an informal manner.
- (2) In the event that a customer disputes a portion of a billing, then the customer shall pay or make satisfactory arrangements to pay the amount of arrears which is not in dispute, to the Company, within five days of the date upon which the customer advises the Company of the dispute or the due date, whichever is later. Failure of the customer to pay or make satisfactory arrangements to pay to the Company the amount of arrears which is not in dispute, as set out above, shall constitute a waiver of the customer's rights to dispute the matter, and the Company may then proceed to disconnect the electric service provided in accordance with these regulations. Should the customer and the Company be unable to accurately determine the amount which is not in dispute then the entire amount of the bill, or bills, at issue shall be deemed to be in dispute.
- (3) If the Company and the customer are unable to resolve a dispute in a mutually satisfactory manner, the customer may contact the Company's Dispute Resolution Officer or his designate. The Dispute Resolution Officer shall be appointed by the Company and have no direct line responsibility for billing, credit, collection or electrical supply to the customer.
- (4) The Dispute Resolution Officer shall consider both sides and after review, render his decision promptly. The customer has 12 days from notification of the decision to appeal, in writing, to the Board. No disconnection in relation to a disputed bill shall be made until twelve days after the decision of the Dispute Resolution Officer is given and the customer is notified thereof.